

Figure 1

High Level Process Description

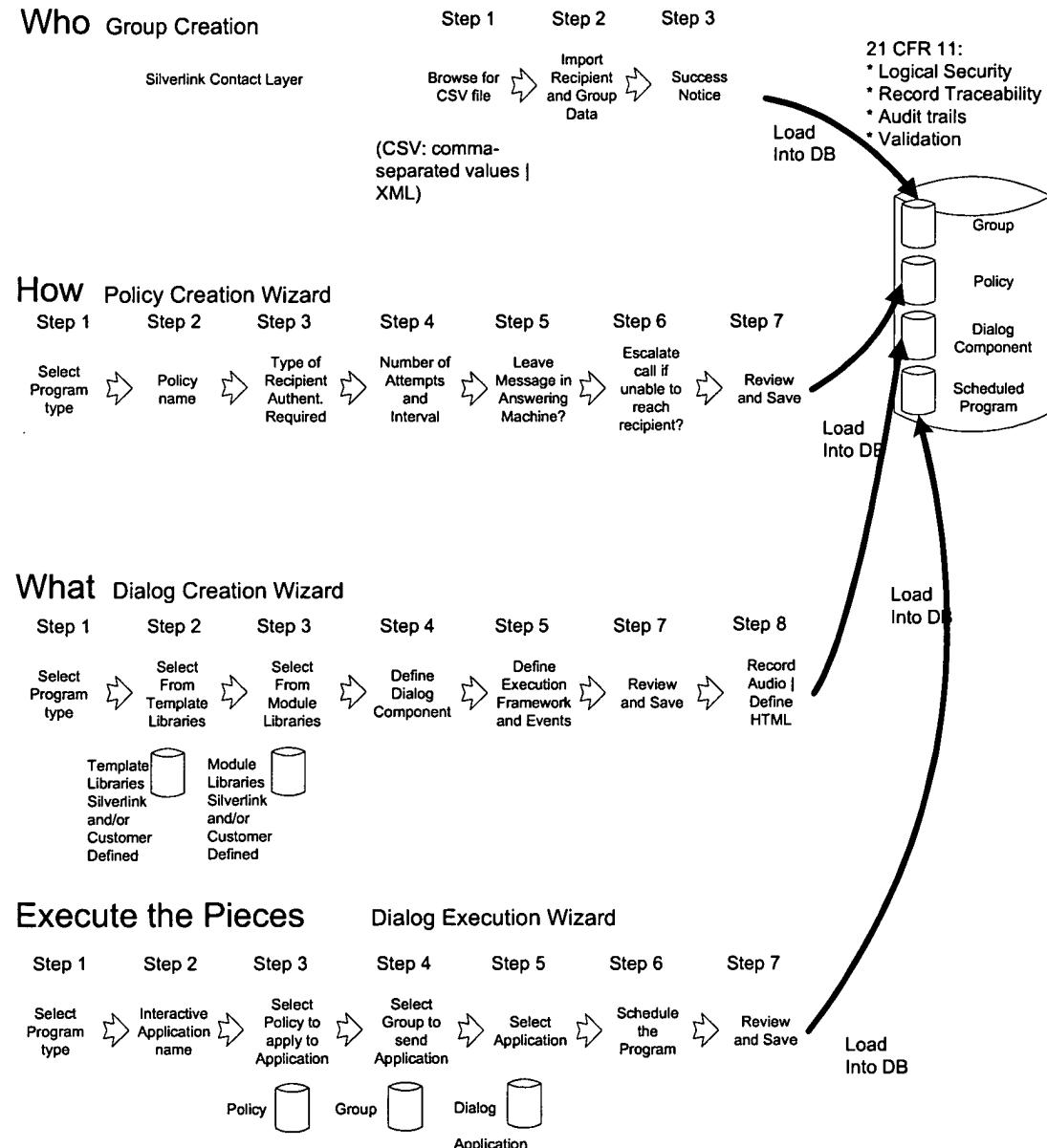


Figure 2

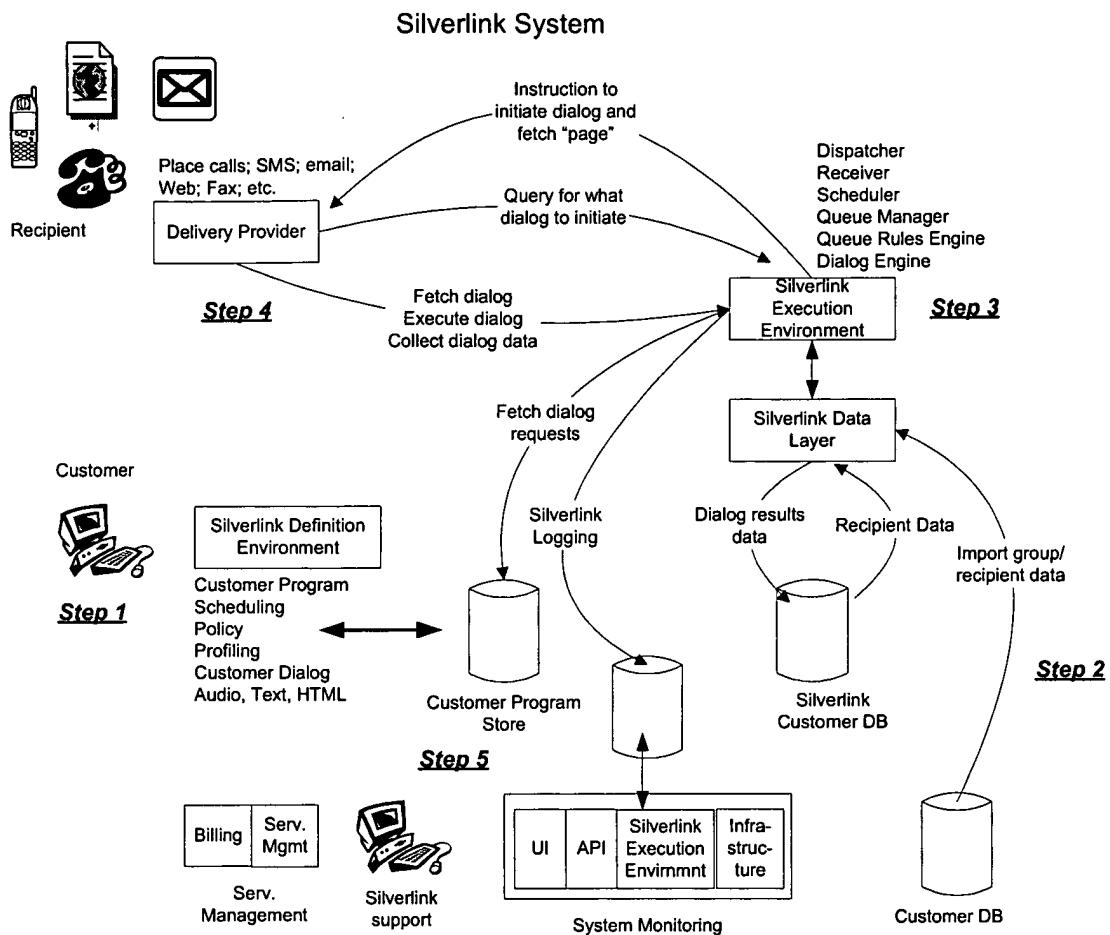


Figure 3

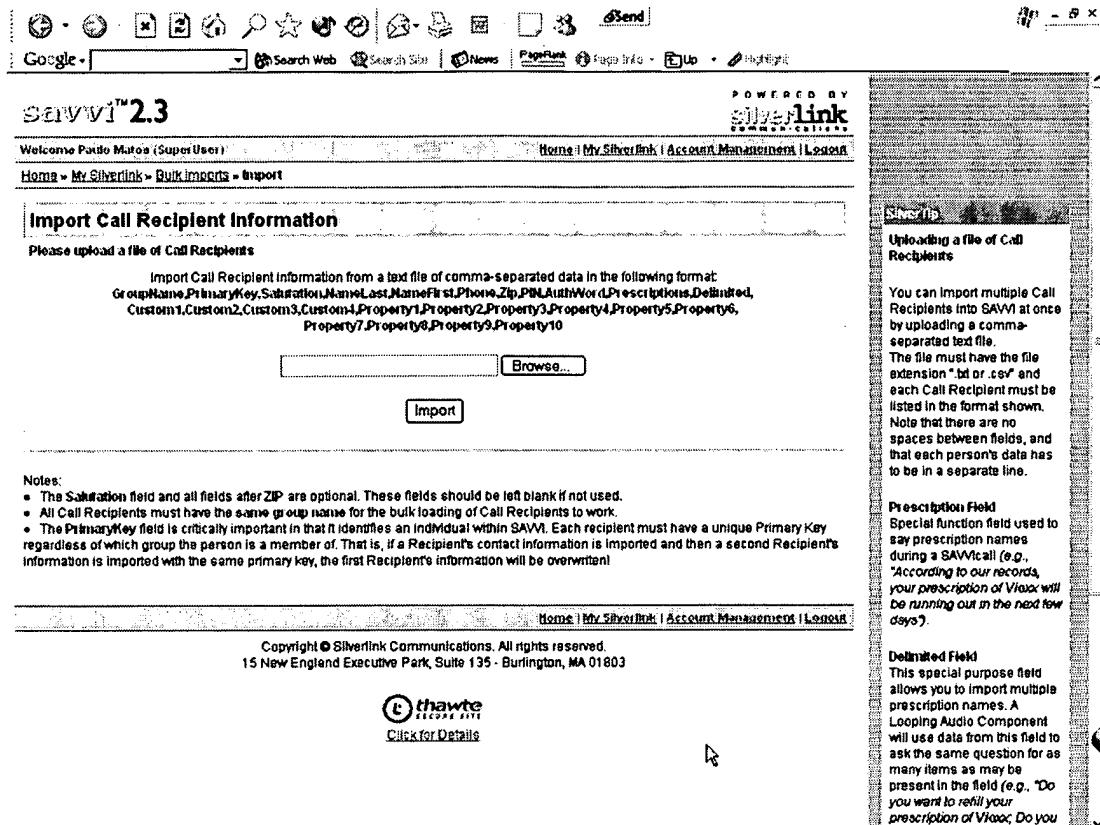


Figure 4

Figure 4 displays a screenshot of a web browser window showing the 'silverlink' web interface for 'saivvi™ 2.3'. The browser toolbar includes icons for Back, Forward, Stop, Home, Refresh, and Send. The address bar shows 'Google' as the search engine. The main content area is titled 'saivvi™ 2.3' and shows a 'Welcome' message for 'Pablo Matos (SuperUser)'. The navigation bar includes links for 'Home', 'My Silverlink', 'Account Management', and 'Logout'. The current page is 'Home > My Silverlink > Policy Component Management > Create New Policy'. A table with columns 'Call Type', 'Policy Name', 'Number of Attempts', and 'Calling Schedule' is displayed. The 'Review & Save' tab is selected. Below the table, a section titled 'Policy Details for "blah"' shows the policy name 'blah', call type 'HealthCast', and a note that 'Number of delivery attempts: 2 attempts, with a 1 hour interval between attempts'. A weekly schedule table shows delivery attempts from Monday to Sunday, with 10 concurrent calls between 8:00AM and 9:00PM each day. A message box at the bottom says 'Everything looks good, save this policy.' A note at the bottom of the page says 'Note: To change any Policy information, please click on the appropriate tab above.' The footer includes a copyright notice for Silverlink Communications and a 'thawte' logo with a 'Click for Details' link.

Call Type	Policy Name	Number of Attempts	Calling Schedule	Review & Save
	blah			Review & Save

Policy Details for "blah"

Policy Component name: blah

Call type: HealthCast

Number of delivery attempts: 2 attempts, with a 1 hour interval between attempts

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00AM - 9:00PM						
10 concurrent calls						

Everything looks good, save this policy.

Note: To change any Policy information, please click on the appropriate tab above.

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thawte
Click for Details

Figure 5

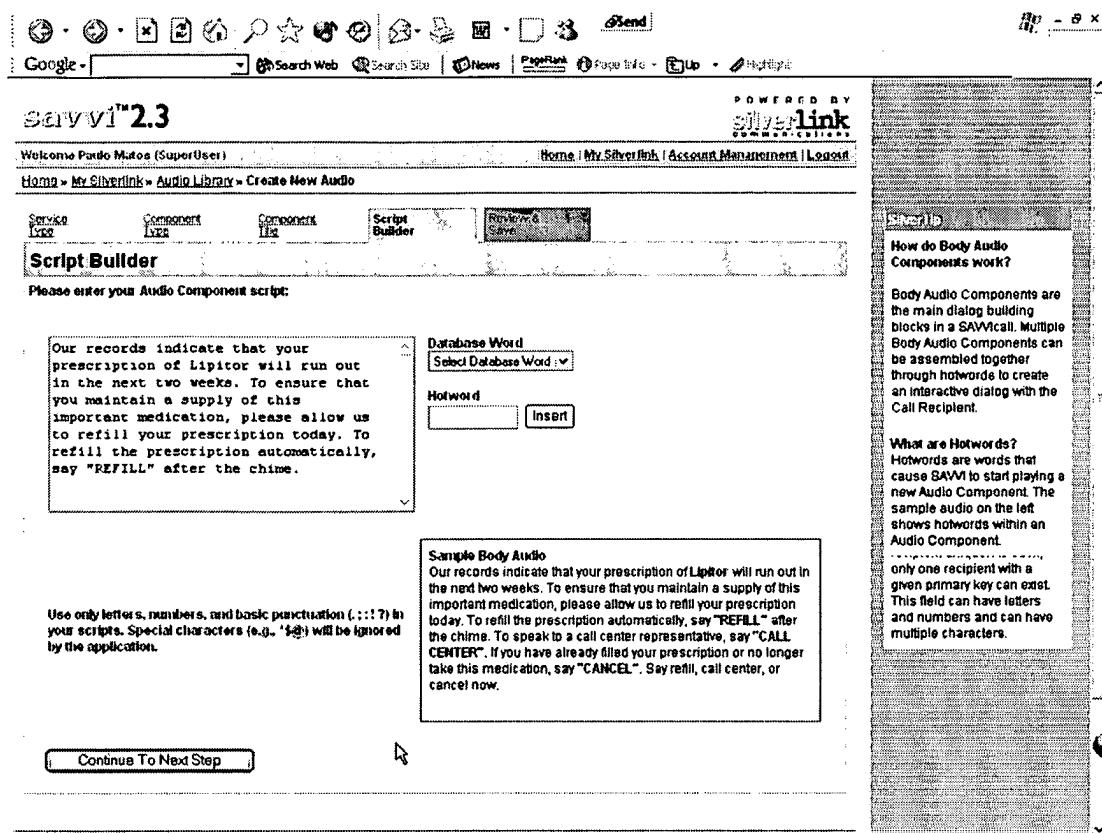


Figure 6

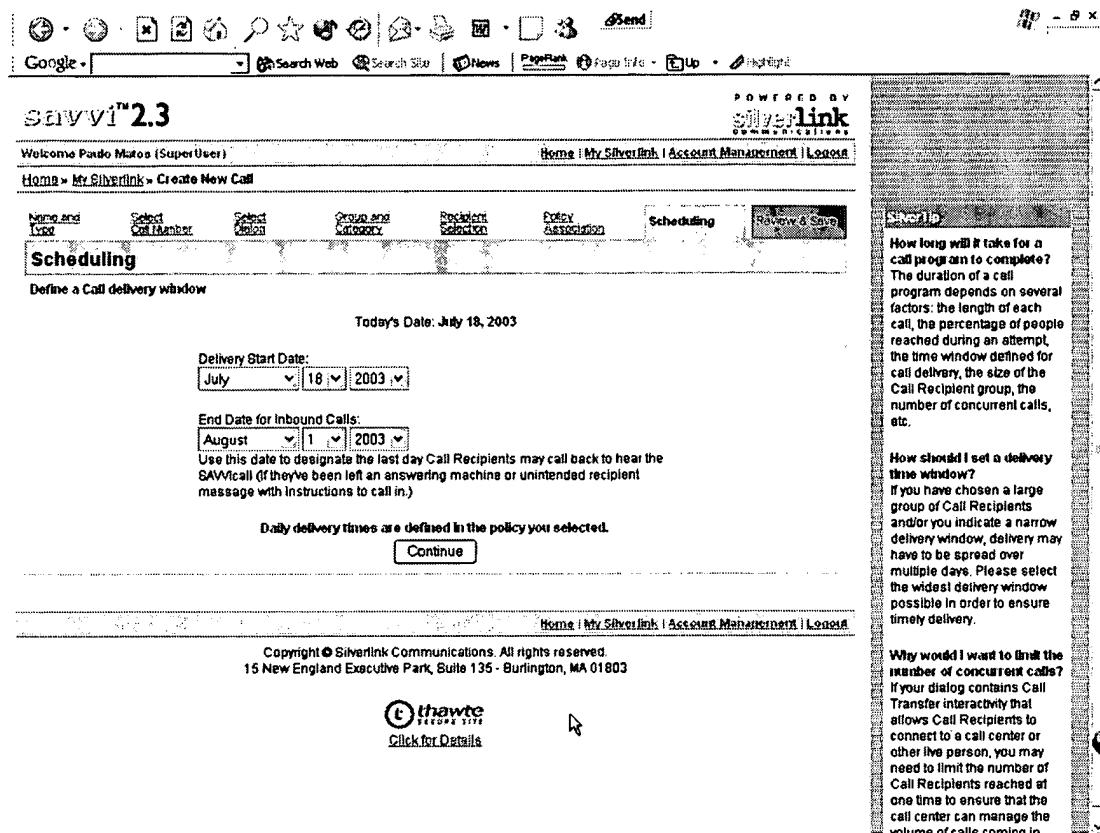
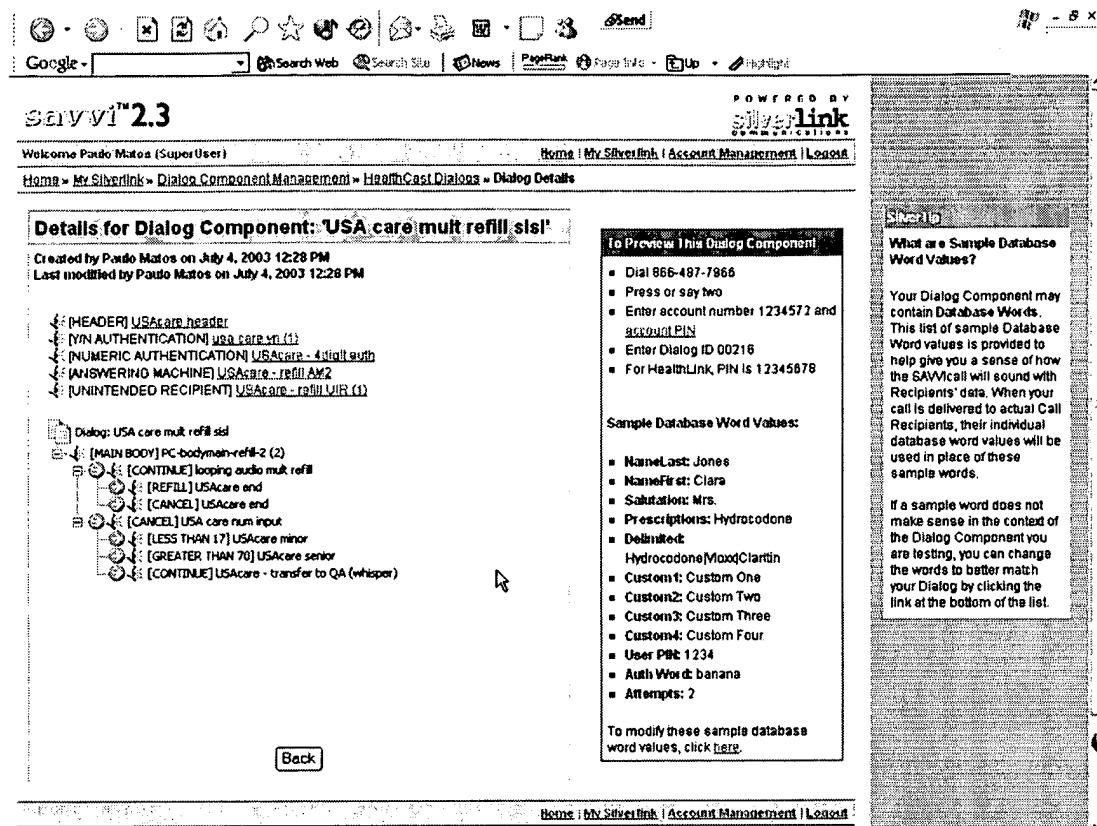


Figure 7



Call Details

Created by Pablo Mates on 2003-07-04 08:06:54
Last modified by Pablo Mates on 2003-07-04 08:53:31

"Pablo test call 1-4"

Status: Considered
Call Type: HealthCall
Caller ID: Account Catcher
Created By: Pablo Mates on 01-Jul-03 08:06 AM
Last Modified By: Pablo Mates on 04-Jul-03 08:53 AM
Dialer: USACallerIDCallID
Policy: 1-4-Patient-Call
Recipient Group: HealthCall-1-4
Delivery: Starting Jul 4, 2003
Message pickup expires on Jul 16, 2003

Call Log

Fri 11	Sat 12	Sun 13	Mon 14	Tue 15	Wed 16	Thu 17
1234567890	1234567890	1234567890	1234567890	1234567890	1234567890	1234567890

Close

Initiation Metrics

Call Count

	1 Out	1 In	Total
Recipients Called	1	0	1
Total Calls Made	1	0	1
Recipients Remaining	0	0	0

Call Response

	1 Out	1 In	Total
Busy	0	0	0
No Answer	0	0	0
Bad Number	0	0	0
Answered	1	0	1
Answering Machine	0	0	0

Yes/No Authentication

	1 Out	1 In	Total
YNAuth/Yes	1	0	1

Unintended Recipient

	1 Out	1 In	Total
UR:Leave Message	1	0	1
UR:Voicemail Received	0	0	0
UR:Abandoned Call	0	0	0

Humanic Authentication

	1 Out	1 In	Total
Humanic Auth: Pass	0	0	0

Content Metrics

PC-Orderman-entitled (2)

According to your script, one or more of your prescriptions are due for refill. To hear a list of prescriptions you may refill today, please say "Refill" after the prompt. Otherwise, please say "cancel".

	1 Out	1 In	Total
cancel	1	0	1
continue	0	1	1

USA care num input

Thank you for calling. Before starting this call, please tell us how old you are

	1 Out	1 In	Total
continue	0	0	0
greater than 70	1	0	1
less than 17	0	1	1

looping audio multi refill

Would you like to refill your prescription of [Doximine]? Please say "Refill" or "Cancel".

	1 Out	1 In	Total
cancel	0	0	0
refill	0	1	1

Recipient Details

Select an recipient to view.

DANG, LAWRENCE (Attempt 1)
DARISON, YVONNE (Attempt 1)
GOLDSTEIN-JAMES, HILDE (Attempt 1)
GOLDSTEIN-JAMES, JAMES (Attempt 1)

View Detail

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REPLACEMENT SHEET

Figure 8

Figure 8A

Google - Search Web Search Site News PageRank Page Info Up Highlight

savvi™ 2.3

Welcome Paulo Matos (Super User) Home | My Silverlink | Account Management | Logout

Home > My Silverlink > Create New Call

Review & Save

Call Details for "Test call2"

"Test call2"

Call Type: HealthCast
 Caller ID: Account Default
 Dialog: USA care multi refill sig
 Policy: Paulo test- 7-4
 Call Group: None
 Recipient Group: MultiRefill-Paulo
 Delivery: Starting Jul 18, 2003.
 Message pickup expires on Aug 1, 2003.

Fri 18	Sat 19	Sun 20	Mon 21	Tue 22	Wed 23	Thu 24
8AM - 12PM 12PM - 5PM 5PM - 8PM 8PM - 11PM	8AM - 12PM 12PM - 5PM 5PM - 8PM 8PM - 11PM	8AM - 12PM 12PM - 5PM 5PM - 8PM 8PM - 11PM	8AM - 12PM 12PM - 5PM 5PM - 8PM 8PM - 11PM	8AM - 12PM 12PM - 5PM 5PM - 8PM 8PM - 11PM	8AM - 12PM 12PM - 5PM 5PM - 8PM 8PM - 11PM	8AM - 12PM 12PM - 5PM 5PM - 8PM 8PM - 11PM

Everything looks good. Save this Call.

Note: if you need to change any information, please click on the appropriate tab above.

Home | My Silverlink | Account Management | Logout

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Figure 9

Dialog Definition Environment

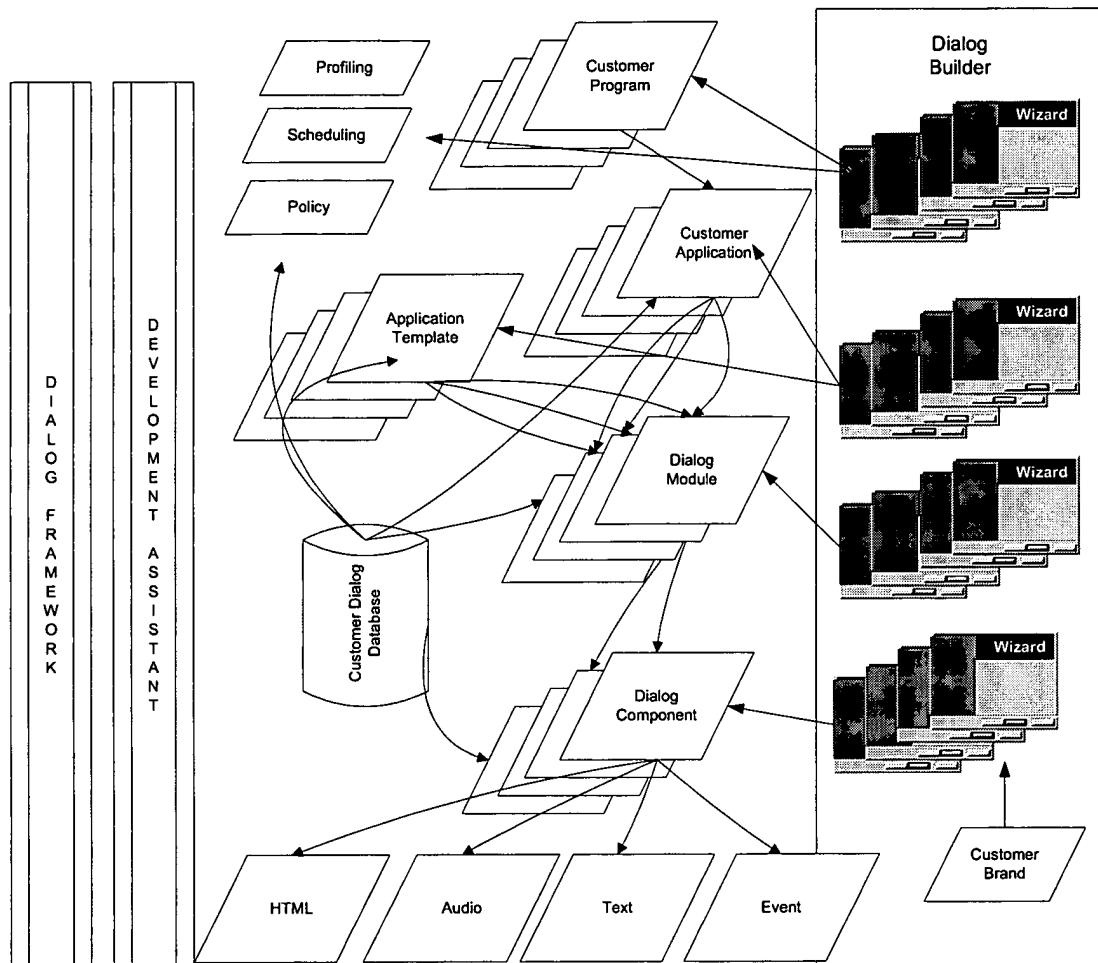


Figure 10

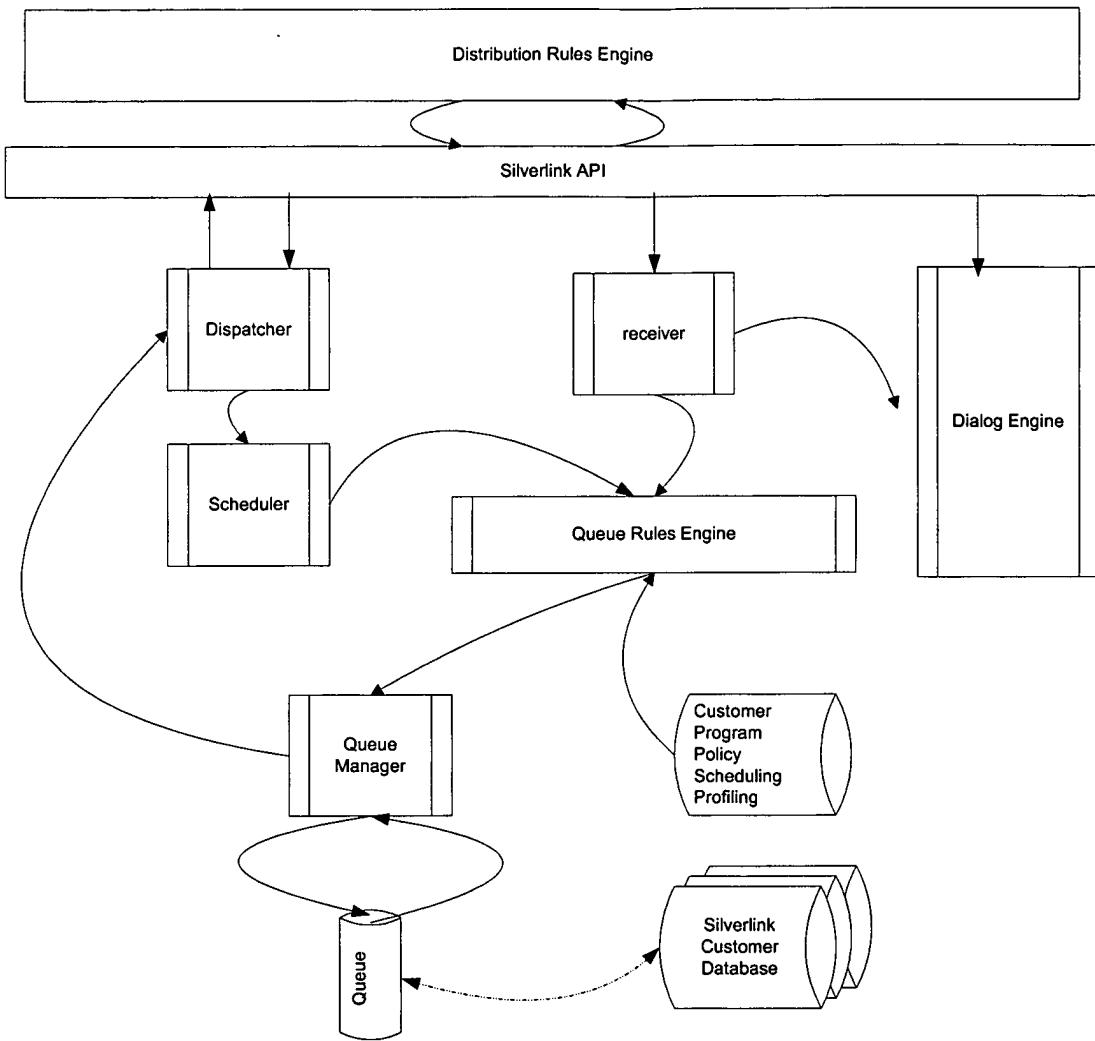
**Silverlink Execution Environment -
Dispatcher & Scheduler**

Figure 11

Silverlink contact Layer

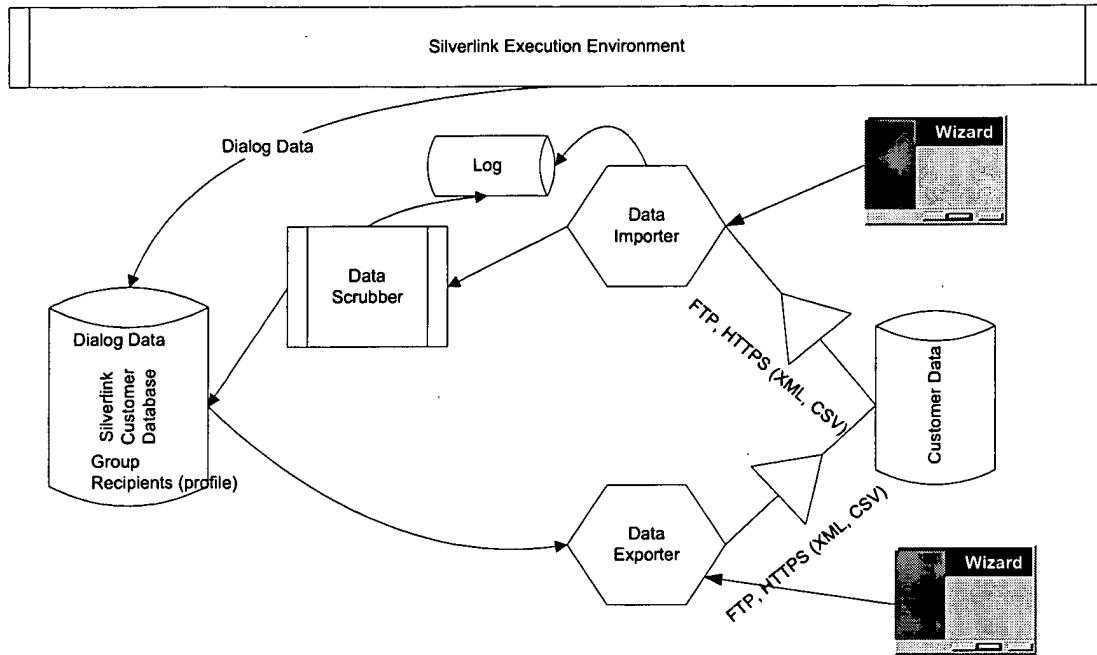
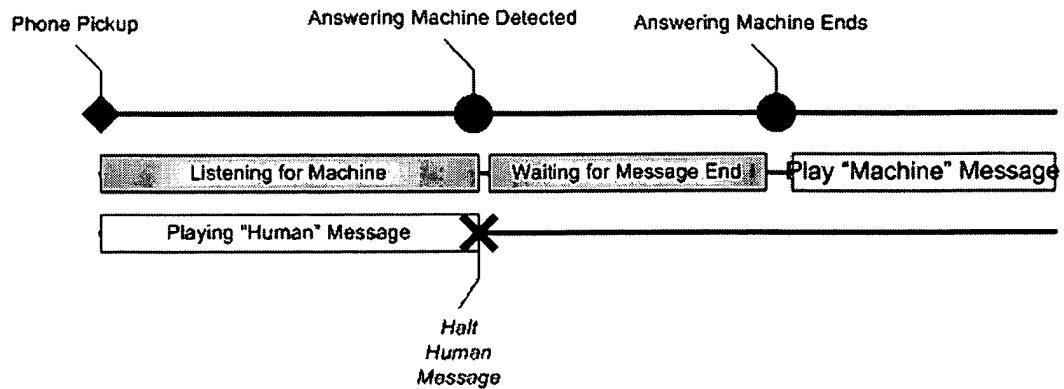


Figure 12

Message Timeline with Machine



Message Timeline with Human

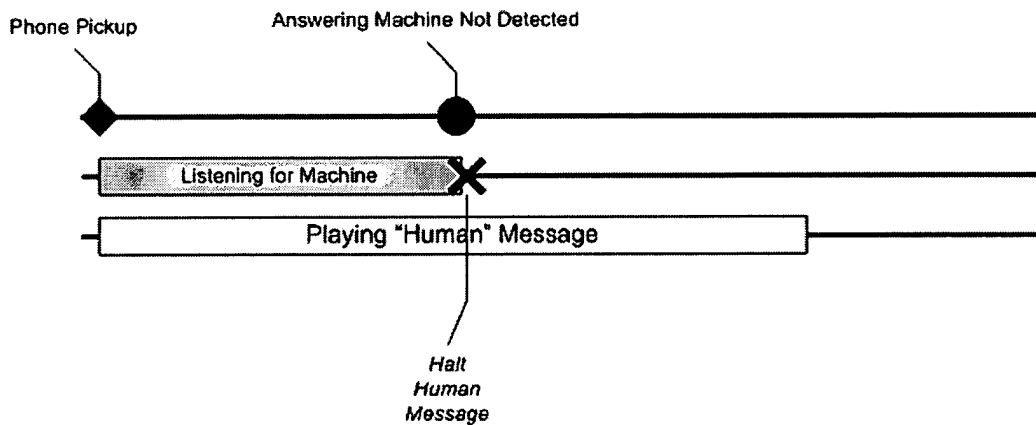
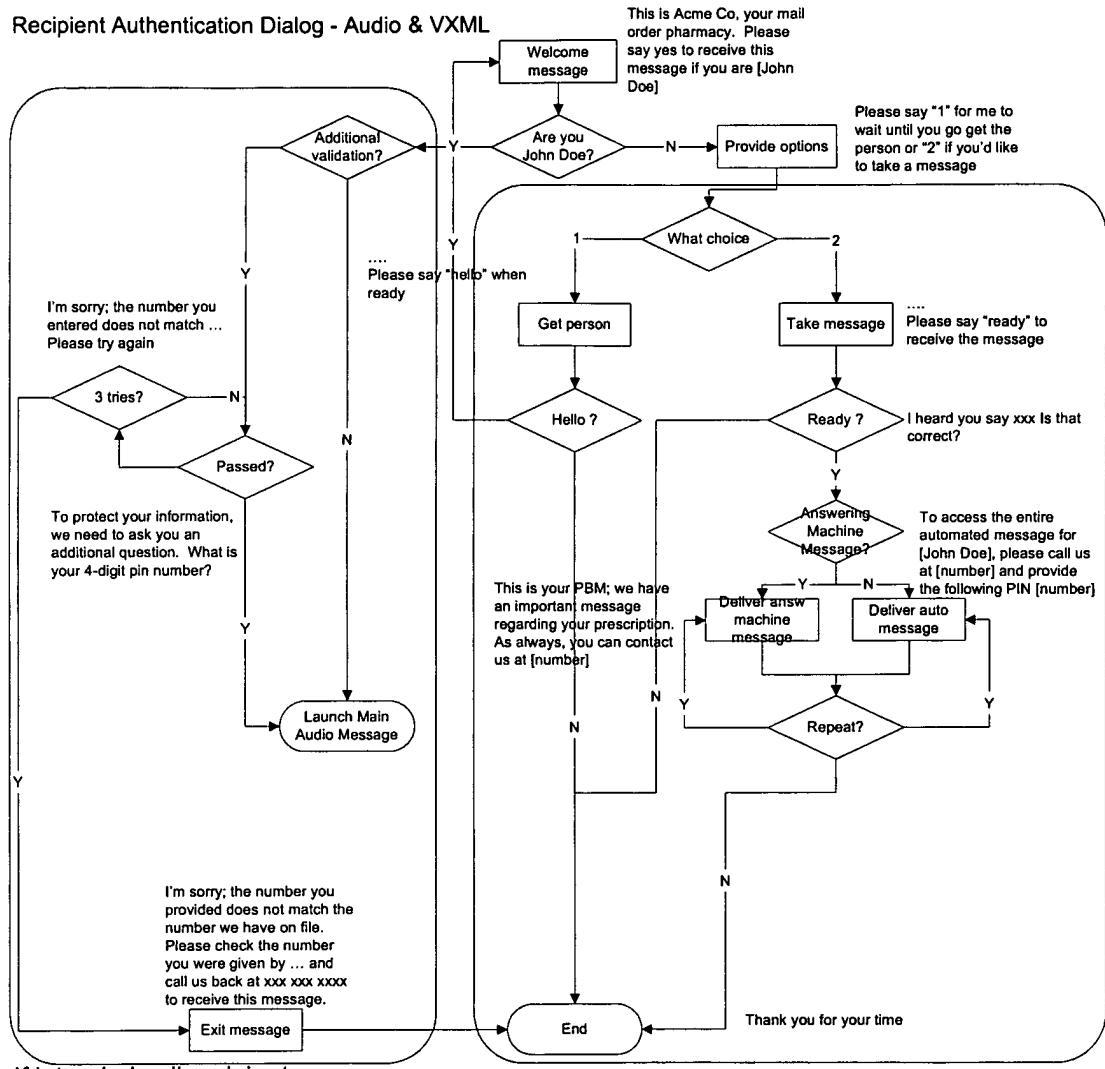


Figure 12 A



If intended call recipient answers the call, the dialog decides whether a further validation is needed or not, execute the validation and then deliver the call message

Figure 13

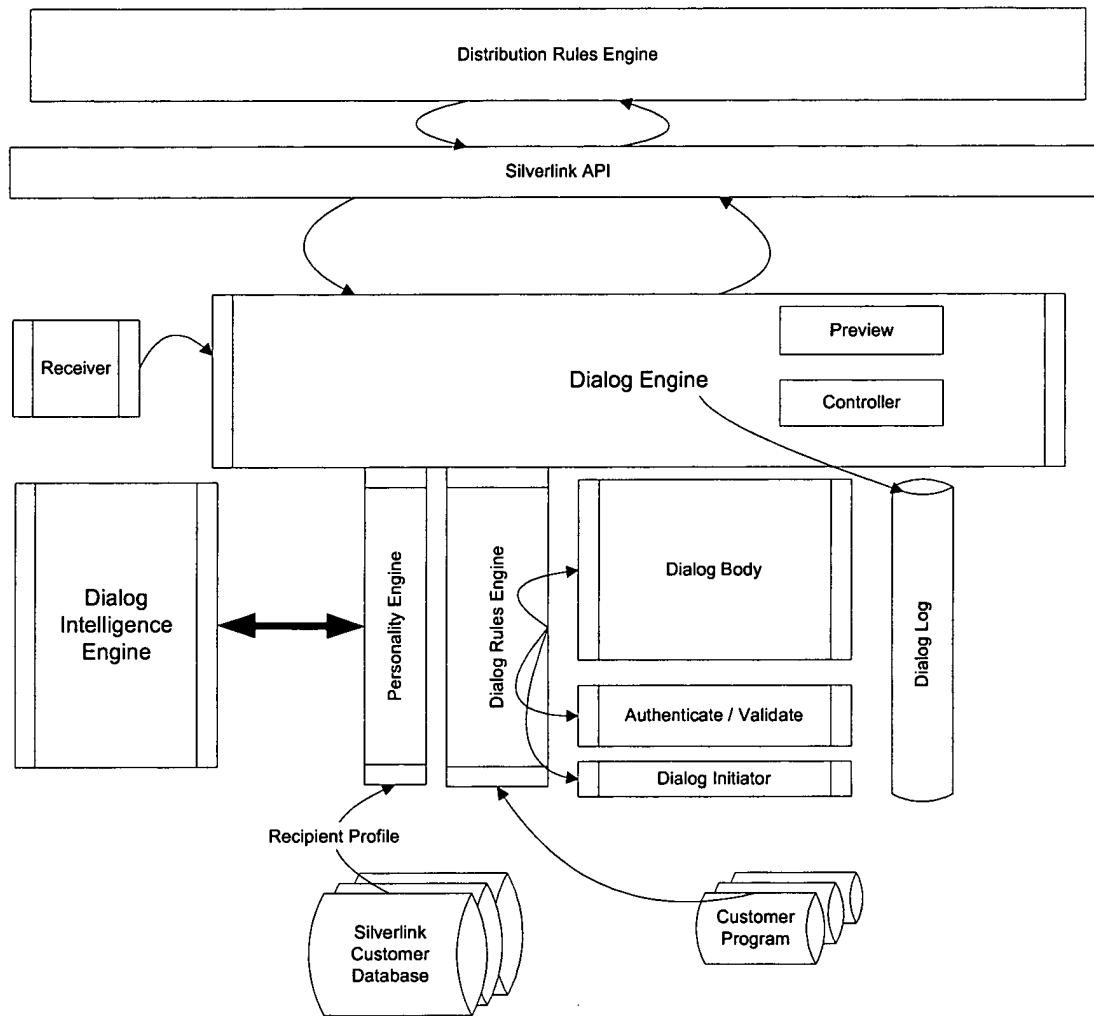
**Silverlink Execution Environment -
Dialog Engine**

Figure 14

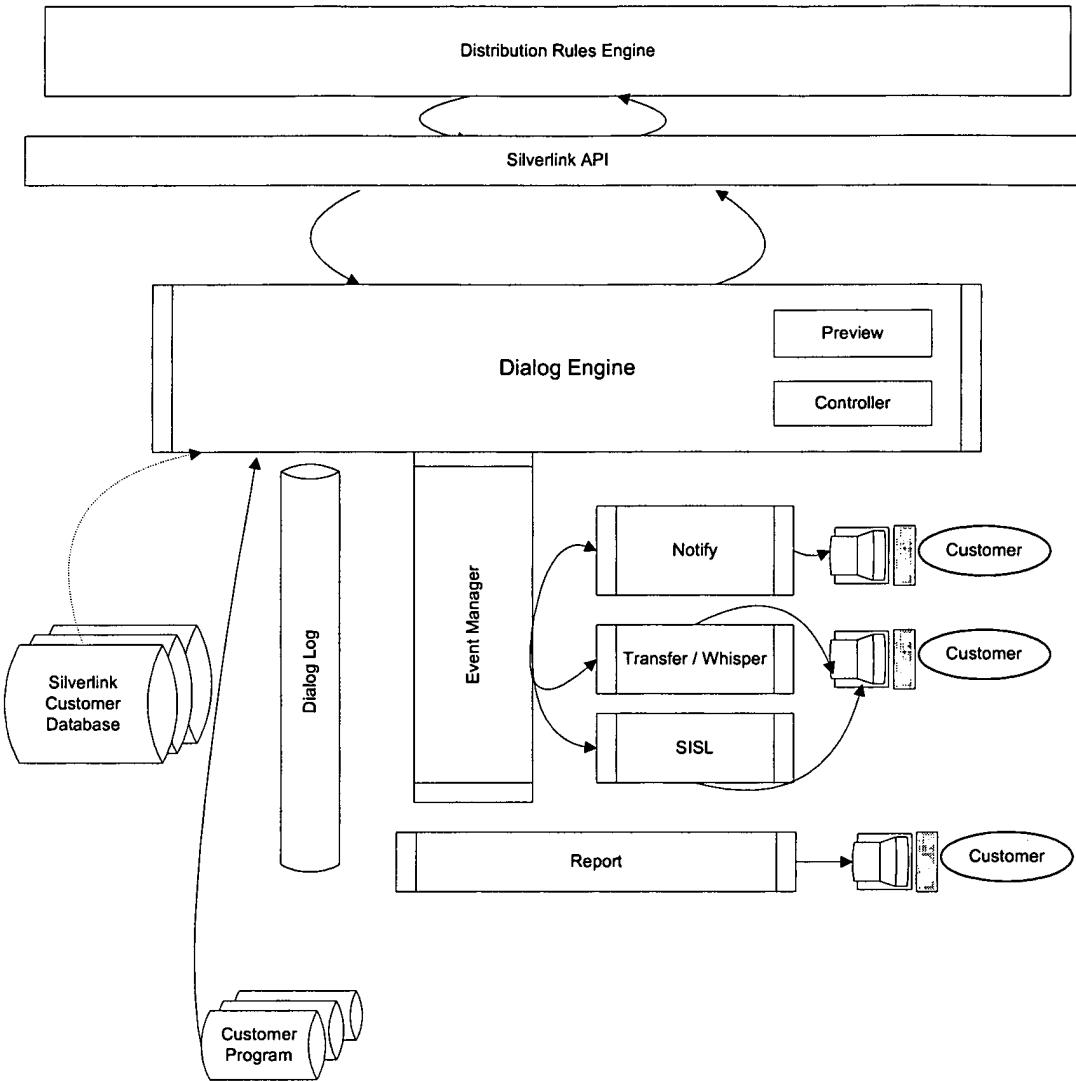
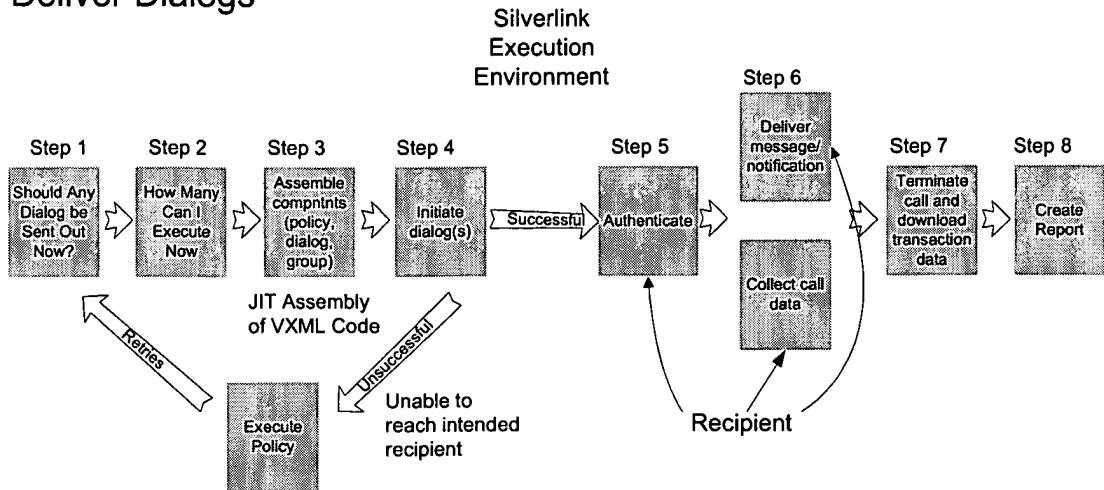
**Silverlink Execution Environment -
Customer Interaction**

Figure 15

Deliver Dialogs



Sample Call Flow Diagram

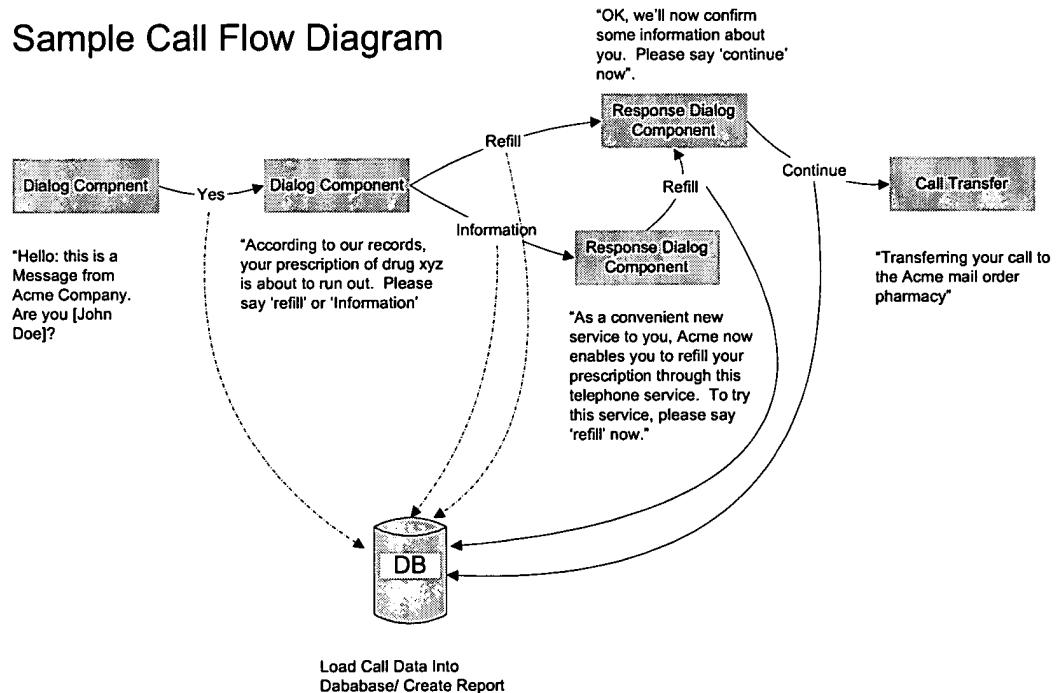


Figure 16

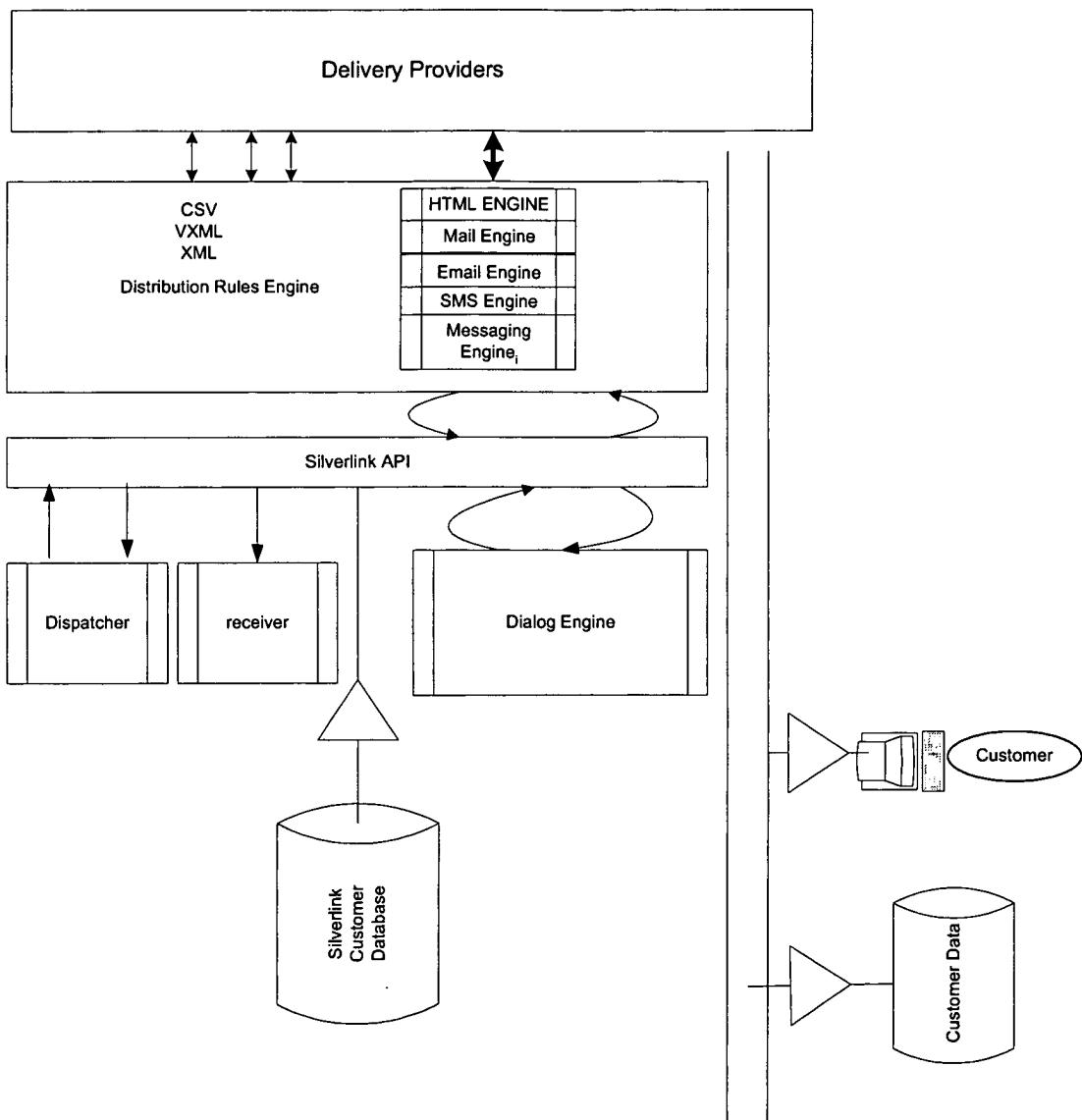
Silverlink Execution Environment - Interface

Figure 17

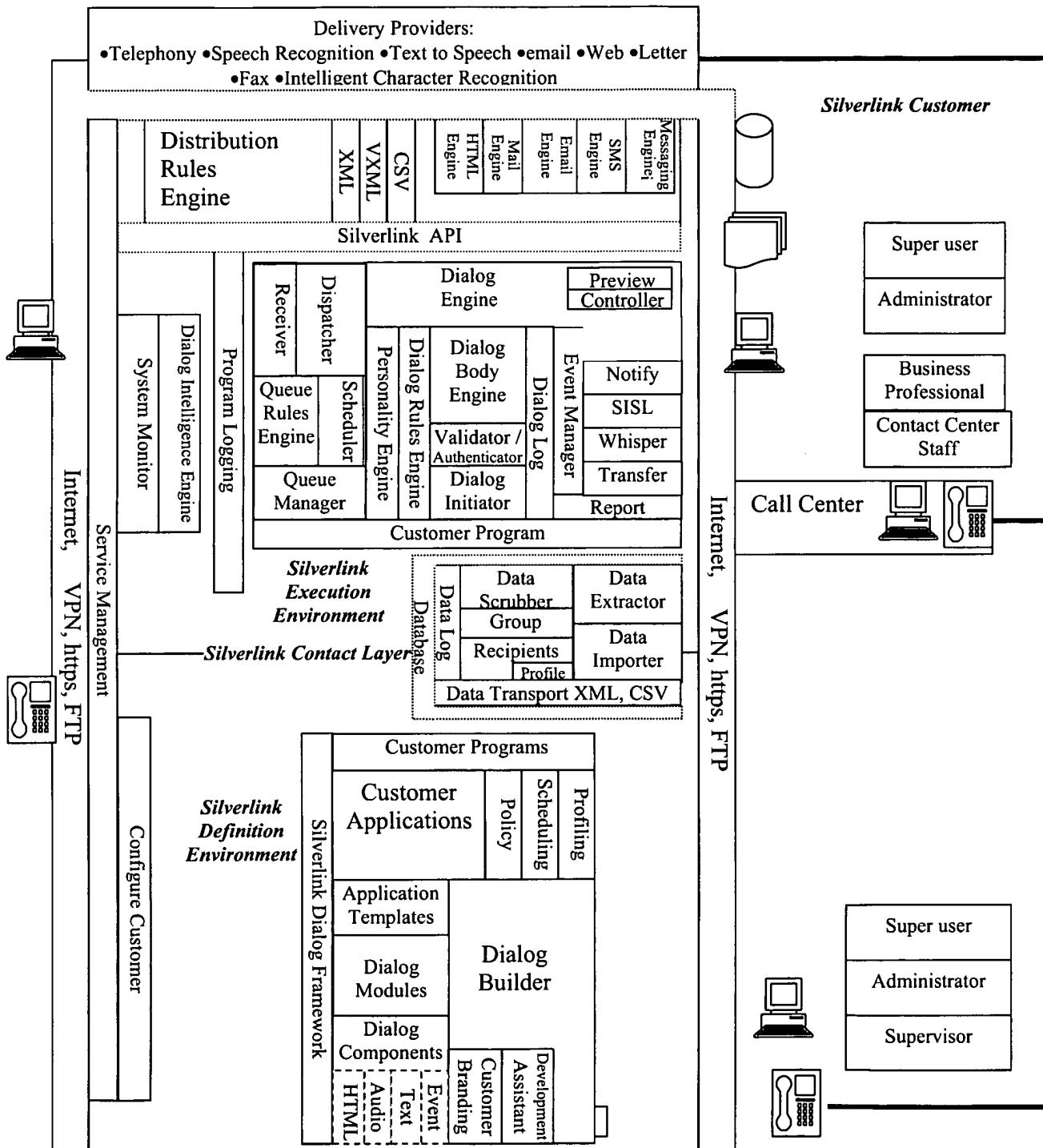
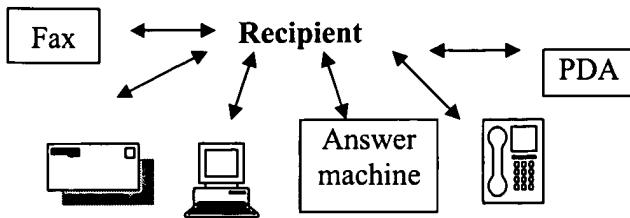


Figure 18

Assemble Application

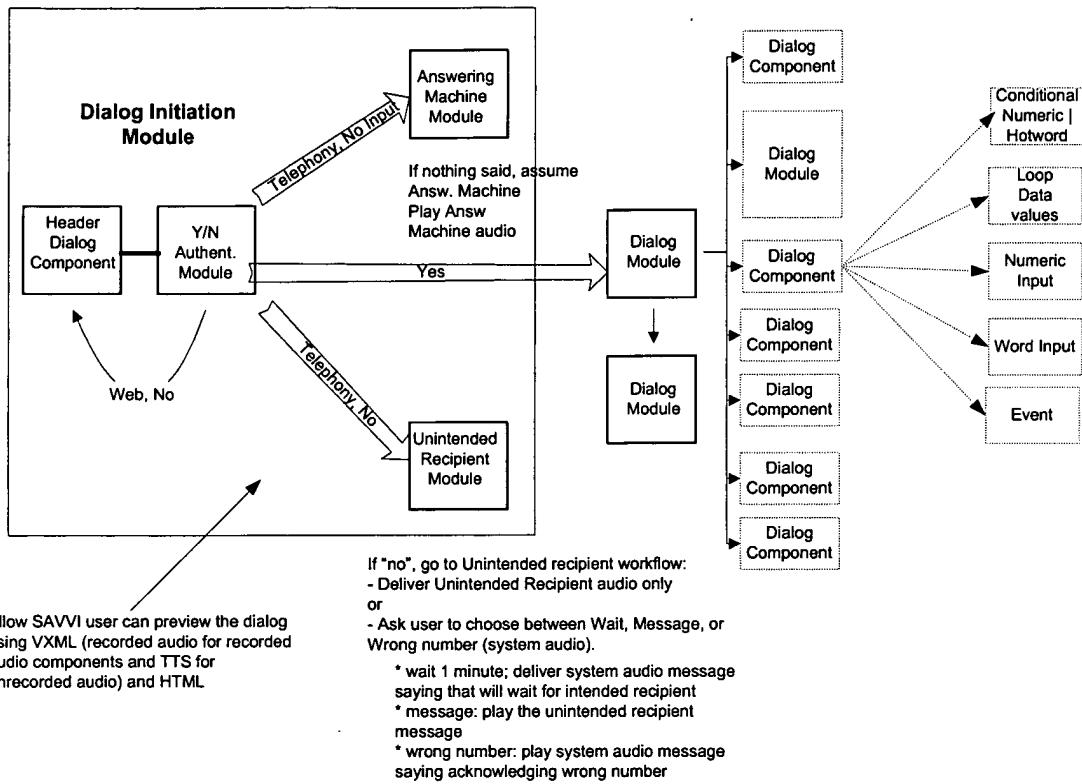


Figure 19

**Silverlink Execution Environment -
System Monitoring**